



Table of Contents

HealthQuest Rewards	1-2
Tobacco Discount	2
Health Screenings	3
Heart Smart in February	4
Plan Changes/Timely Filing	5
Benefits Processing	6

**Participate in the HealthQuest
Rewards Program to Earn the
2013 Premium Discount**

Active employees enrolled in the medical portion of the State Employee Health Plan who complete the online health assessment and earn 20 credits by July 31, 2012, will receive a health insurance premium discount of \$480 for plan year 2013. Take action now to complete the requirements by the deadline!

Employees may select from a wide variety of online, telephonic and in-person programs to earn credits as shown in the chart on page 2. Credits are tracked on the member portal at www.KansasHealthQuest.com. Employees who do not yet have a portal account will need to create one. Instructions are provided at [http://www.kdheks.gov/hcf/healthquest/download/How to Register an Account.pdf](http://www.kdheks.gov/hcf/healthquest/download/How%20to%20Register%20an%20Account.pdf).



HealthQuest Rewards Program

Earning Period: October 1, 2011 – July 31, 2012 2013 Premium Discount = 20 Credits	Credit Value	Credit Max
Health Screening & Health Assessment - REQUIRED (in-person/portal)	10	10
Tobacco Cessation Program Completion (telephonic)	10	10
Non-Tobacco User (enrollment election)	10	10
Condition Management - Enrollment + 1 call (telephonic)	10	10
Preventive Exams - Well-Woman/Well-Man (in-person/self-reported)	5	5
Preventive Exams - 2 Dental/Year, 1 Vision/Year (in-person/self-reported)	5	15
Healthy Living Programs (portal)	5	15
Health Coaching - 8 Interactions (telephonic, email, IM chat)	5	5
Wellness Challenges (portal)	5	15
Online Monthly Seminars (portal)	2	6
HealthQuest Approved Activities (in-person, online, telephonic/self-reported)	2	6
Total Credits Possible = 97		
Total Credits Required = 20		

Tobacco Credits with New Rewards Program

How Credits Are Awarded for Non-Tobacco Use

A file of all employees who declared as non-tobacco users during open enrollment was uploaded to the wellness portal on November 28, 2011. Employees who had created a portal account prior to the file upload were awarded their 10 credits. Employees who do not have an account set up will need to register one in order to receive their credits. We will reload the non-tobacco user report on a regular basis and individuals should see their 10 credits within a few weeks after establishing an account.

How Credits Are Awarded for Tobacco Cessation Program Completion

Employees who use tobacco and agreed to participate in the cessation program to receive the 2012 premium discount will need to complete the five required discussions with a quit coach by July 31, 2012, in order to earn their 10 credits (that count toward their 2013 premium discount).

The cessation program provides a report once a month of all the individuals who completed the requirements. That report is uploaded to the wellness portal to populate their accounts with credits. If someone does not see their credits appear soon after completing their cessation program, they should check back the following month to verify that the credits were loaded.

Enroll in the cessation program today by calling toll-free 1-888-275-1205 (option 3). Phones are answered 24 hours a day, seven days a week; coaches are available from 6 a.m. to 2 a.m. daily. You may also enroll online at www.KansasHealthQuest.com by selecting "Tobacco Cessation" from the left menu.



For more information on the tobacco cessation program requirements, please go to www.kdheks.gov/hcf/healthquest/tobaccocessation.html.



Onsite Health Screenings Offered Statewide At No Cost to Employees



A total of 191 events are currently being offered at worksites in 62 cities for employees to obtain their biometric values needed to complete a health assessment worth 10 credits (required to earn the 2013 premium discount). For a full list of all the screening locations, go to <http://www.kdheks.gov/hcf/healthquest/screening.html> and select the list sorted by city to locate screening events in your area.

To schedule an appointment for a free health screening, please log into your account (or register a new account if you do not have one) on the wellness portal at www.KansasHealthQuest.com and click on "Health Screenings" from the left menu and then select "Onsite Screenings." If you do not have internet access, please call toll-free 1-888-275-1205 and select option 5 for assistance making an appointment.

Do you Lead (or want to Lead) a Wellness Lifestyle? Become a Wellness Champion!

HealthQuest is looking for wellness-minded individuals from each Non-State Employer worksite to join the Wellness Champion Network. We meet on the second Thursday of each month at 11:30 am via web and audio conference for about 30 minutes to share program information and ideas among worksites. Do you have:



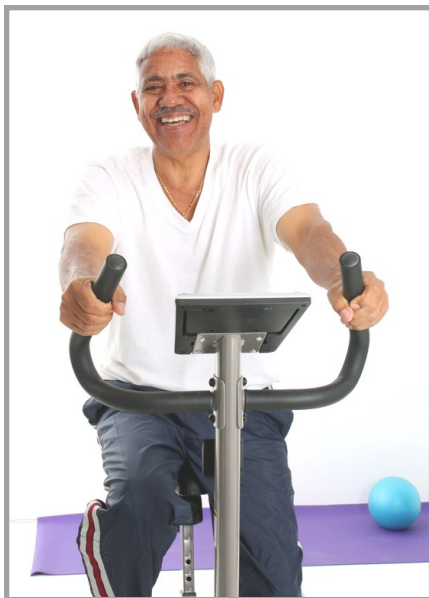
- **A personal interest in wellness?**
- **A sincere desire to help fellow employees enhance their quality of life?**
- **The availability to meet at least once a month for 30 minutes via web and audio conference?**

If so, HealthQuest invites you to join the wellness champion network and represent your employer group! Learn more at www.kdheks.gov/hcf/healthquest/wcn.html and return your pledge form today! You do not have to be the most fit or healthiest person for this volunteer role. Large employer groups with more than one champion are encouraged to form a wellness team.

Participate in the Heart Smart Challenge During the Month of February - Worth 5 Credits!



February is American Heart Month and this wellness challenge is designed to help participants build two heart smart activities into their lives: physical activity and a healthy diet. Physical activity can reduce or eliminate many risk factors such as high blood pressure, diabetes and excess weight. A healthy diet includes plenty of fruits and vegetables that provide a range of nutrients your body needs to maintain good health, protect against the effects of aging and reduce the risk of cancer and heart disease.



To successfully complete this wellness challenge, you will need to earn a total of 30 points by February 29, 2012. An optional activity is the blood pressure check. Participants can earn points for having their blood pressure checked at home, by a physician, or free at many pharmacies and grocery stores. Each of the activities listed below is worth one point per day:

- ♦ **Eating 1 cup of fruit**
- ♦ **Eating 1 cup of vegetables**
- ♦ **Completing 20 minutes of physical activity**
- ♦ **Checking your blood pressure**

All daily points earned need to be entered on the wellness portal at www.kansashealthquest.com by March 7, 2012. Log in, click "Challenges" from the left menu, and select "Heart Smart." By completing the challenge you will earn 5 wellness credits for the Health-Quest Rewards Program!



For more information on this and other challenges, please go to <http://www.kdheks.gov/hcf/healthquest/challenges.html>.





UHC Network Expansion

UnitedHealthcare and Stormont-Vail HealthCare Announce Agreement

UnitedHealthcare has reached an agreement with Stormont-Vail HealthCare, giving its employer, individual, and Medicare plan participants access to Stormont-Vail Regional Health Center and Cotton-O'Neil Clinics on an in-network basis. Cotton-O'Neil physicians practice at 11 locations throughout the State of Kansas and will add a total of 236 new physicians into UnitedHealthcare's network.

The effective date of the agreement is pending subject to the completion of credentialing. An announcement will be made as soon as the effective date is finalized. Another UnitedHealthcare network expansion in Kansas occurred February 1, 2012 when Lincoln County Hospital in Lincoln, Kansas, joined the network.

Visit the [UHC Kansas](http://www.kdheks.gov/hcf/sehp/VendorProviderDirectories.htm) webpage, www.kdheks.gov/hcf/sehp/VendorProviderDirectories.htm, or contact your UnitedHealthcare representative to learn more.



Timely Claims Filing

In the State of Kansas, insurance claims must be filed and all supporting documentation submitted for review within 15-months of the date of service.

Coordination of Coverage: Sometimes letters are sent to members asking about other coverage. These letters must be signed and returned to the plan within the 15-month timely filing period in order for the health insurance claim to be processed. Even if a member or their covered dependent has no other coverage, these letters must be signed and returned.

Requests for Additional Information: Sometimes health plans need additional information to determine if a procedure meets the guidelines for coverage by the health plan. Medical records are requested from the physician and a copy of the request is sent to the member so the member knows what is delaying the processing of the claim. It is important for the member to follow-up with the provider's office to ensure that the requested information is provided to the health plan in a timely manner.

Plan Options Discontinued: Sometimes the plans offered to State Employee Health Plan (SEHP) members change – for example, UMR was discontinued as of December 31, 2011. In these situations, it becomes the member's responsibility to ensure that all claims incurred in 2011 are filed to UMR for processing and all supporting documentation requested by the plan is also submitted for review as quickly as possible to get the claims resolved.

Please be sure that all of your health insurance claims are filed and processed within the timely filing period. Claims cannot be processed for payment following the 15-month timely filing period.



Benefits Processing For Human Resource Representatives — Helpful Tips and Reminders



With the new year in full swing, we have compiled a few tips and reminders about submitting Enrollment and Change Forms into our office. All of these points help to ensure that an employee is enrolled into their health benefits efficiently and error-free. This list was created based on frequently asked questions and common items that we encounter on a day-to-day basis.

Please Remember:

- ♦ The Human Resource Representative (HR) signature must be on all forms
- ♦ Include the Non-State Employer Group# and the Non-State Employee ID# on all forms (for new hires, the Employee ID# will be assigned)
- ♦ All dependent documentation must be submitted with the enrollment or change form before the health plan can begin processing the requested enrollment/changes for the member.
- ♦ Include the "Date of Event" (i.e. day of hire/termination, birth, etc.), as well as the "Effective Date" for when the change will impact benefits
- ♦ Remember: enrollment and change forms must be completed and signed within 31 days of the event and submitted to SEHP Membership Services no later than 10 days from the signature date.
- ♦ To avoid benefit and billing errors, submit all benefit changes and terminations ASAP (an employee's signature is not necessarily required for terminations)
- ♦ Submit employee address changes as soon as you are notified by your employee. Send these via a change form, indicating "Address Change" on the form.

